

# Developmental Disabilities Administration Waiting List Initiative FY 2012 *Services of Short Duration*

MACS General Membership Meeting  
February 9, 2012

# Services of Short Duration



# **Services of Short Duration**

## ***Guiding Principles***

Given that people on the DDA Waiting List in the Crisis Prevention category are at risk of crisis within one year, the DDA will provide funding during FY 12 for services and/or supports to address and prevent the crisis from occurring.

# Services of Short Duration

## *Guiding Principles*

Services and supports shall be: individualized, simple, meaningful, and address the immediate crisis need or its causes (triggers).

Funding can pay for supports, items, or services as a one-time payment, or over a designated period of time, that addresses the immediate crisis and its causes (triggers) and will eliminate or delay the risk of the person moving into crisis if taken care of.

# Eligible People

- People determined to meet the DDA crisis prevention priority category as of December 9, 2012 data query and continue to meet the crisis prevention priority category criteria
- New people determined crisis prevention during the current fiscal year and continue to meet the crisis prevention priority category criteria

# Information for People and Families

- **Letters** informing people of the ability to access funding for services and assistance available.
- **“Frequently asked questions”** document post on DDA website.
- **User friendly guide** for people and families to understand intent of services, supports available, and resources available (i.e. DDA licensed providers, local services, funding, etc.).

# Support for People and Families

➤ Assistance for people and families to identify service and support needs, service providers, and assist with request submission. Assistance with this can be obtained from:

- ✓ Resource Coordination providers
- ✓ Low Intensity Support Services agencies
- ✓ Family and Individual Support Services providers

# Service Examples

Services of short duration should be individualized, simple, meaningful, and address the immediate crisis need or trigger(s).

*Examples include:*

Individual and family counseling	Personal care	Day care
Specialized equipment	Health Services	Respite care
Housing adaptations	Transportation	Barrier Removal
Therapeutic Services	Community integration services	
Medical equipment	Employment related services	
Other services to mediate, provide advice, and/or support the person or family to prevent future crisis or the crisis reoccurrence		



# Providers of Services

To meet the individualized needs and circumstances of people and families, the DDA will procure services of short duration from both:

- DDA license Family and Individual Support Services providers and
- Non-DDA licensed service providers.

# Funding Guidelines



- Provide up to \$10,000 per person to address the immediate crisis trigger(s) and intervention services.
- Provide funding for services to both DDA and non-DDA licensed service providers.
- Commitment (obligation) of funding until June 30, 2011. Services funded may carry over into next fiscal year.
- Utilize an exception protocol to meet unique needs or circumstances.

# Resource Coordination Services



## AGENT FOR THE PERSON

- Assist people in obtaining the best quality and most appropriate services and supports within available resources
- Assist people and families with applying for services (*including non DDA services*)
- Assist people and families is both short term and long term planning to achieve outcomes

# When a need is identified, the resource coordinator:

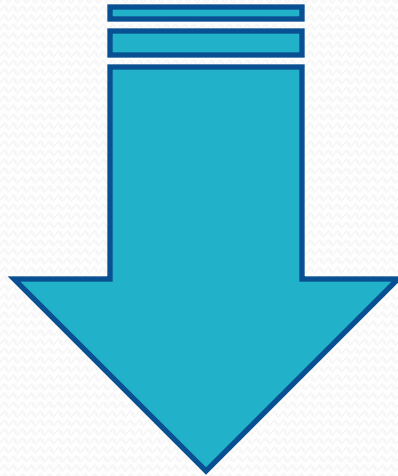
- Assists the individual through a planning process including;
  - ✓ choosing goals and outcomes,
  - ✓ the services needed to accomplish these goals and outcomes, and
  - ✓ the establishment of realistic time frames for meeting these goals and outcomes;

(Reference: 10.22.09.04)

# When a need is identified, the resource coordinator:

- Brokers services to obtain generic and community services, services funded by the Administration, and natural supports;  
(Reference: 10.22.09.04)
- Application assistance and follow up on status of referrals

# ***Services of Short Duration***



**New Community Resource**



# Request Form Process

1. *Identify the service(s) and supports that will address the immediate crisis and its causes (triggers)*
2. *Complete the Services of Short Duration Request form*
3. *Submit the Services of Short Duration Request form to a DDA LISS agency*
4. *The LISS agency will review the request form and process payment for services or supports as appropriate.*



# Request Rationale

To assist with review and consideration for unique request:

- Include rationale for request and explain connection to crisis and/or causes (triggers) in form or on an attached page.
- Share details regarding your planning efforts, coordination efforts, next steps, and long term plans.

Note: DDA may request additional information for exception determination. Providing information initially will decrease decision time frame. Refer back to exception consideration and elaborate on how the request addresses or seek to resolve or prevent reoccurrence of the crisis trigger.

# Funding Exception

- Understanding the unique needs and circumstances of each person and family, the DDA will utilize an exception protocol to meet funding request above \$10,000. Request will be reviewed and may be approved by the DDA.

# Funding Exception

*The following shall be considered for all exception requests (as applicable):*

## 1. Service/Item justification

- ✓ Does the service/item align with the need identified?
- ✓ Are there special or unique circumstances (e.g. customized wheelchair)
- ✓ Is this service available from another source? (Duplicative?)
- ✓ What services/resources were explored?
- ✓ Is the service/item recommended by a professional? For what purpose? For what outcome?

# Funding Exception

## 2. Urgency

- ✓ Does the crisis risk increase if funding for service/item is not approved?
- ✓ What is the impact or risk if the funding for services is not approved?

## 3. Impact

- ✓ Does it address or seek to resolve or prevent reoccurrence of the crisis trigger?

## 4. Cost

- ✓ Is the cost for services a reasonable and customary cost?
- ✓ Is there any lower cost service or item available that will meet the identified need?

# SSD Request

- Given people are at risk of crisis, request should be submitted as soon as possible to address the immediate causes (triggers).
- Request must be submit prior to end of fiscal year for funding commitment.
- Funding commitment must be made by June 30, 2011.
- Services funded may carry over into next fiscal year.
- Services should begin within a reasonable time after request.

# Service Examples

- *Examples - one-time payments include:* payment of outstanding utility or medical bills; purchase of specialized/adaptive equipment; assistive technology not covered by insurance or other source; a housing or vehicle adaptation; etc.

# Service Examples

- *Examples -services or supports provided in steps over a designated period of time include: respite services, behavioral support services, engagement of home health or other in-home assistance; dental services and follow up that will alleviate potential safety/health issues; intervention services to support the person or family to prevent future crisis or the reoccurrence of the crisis (i.e. counseling, budgeting or money management classes/training), etc.*

# Service Examples

## Intervention Services

If any of the above or other identified services are clearly symptoms of larger in-home or family issue then it will be important to seek intervention services to prevent possible reoccurrence of the crisis trigger.

*Intervention services are intended to help when the funding of one time only services/supports (i.e. payment of outstanding utility or medical bills, specialized equipment, etc) or service needs are symptomatic of larger challenges. The challenge or situation will likely arise again unless there is help to resolve the systemic problem(s).*



# Service Examples

## Intervention Services

Intervention services can help people and families find ways of creating strategies and/or alternative supports that can eliminate or minimize the potential for future crisis.

The service(s) can vary from person to person and may be of a short duration, or may be very intense and time consuming upfront, that diminishes over time.

# Service Examples

Some examples of intervention services include:

- Assistance ***identifying*** underlying challenge,
- Assistance ***navigating*** varied systems that may be stumbling blocks,
- Assistance ***intervening*** in financial issues where various communication and coordination may be needed,
- Assistance with ***coordinating or negotiating*** various appointments or meetings,
- Assistance ***strategizing*** for the bigger picture solutions, problem solving, advocacy with education or other areas,
- Assistance ***triaging for multiple resources*** to assist and/or intervene,
- Assistance ***visiting generic resources and providers***;
- Assistance ***finding supports in mental health, medical or other resources*** that may require help in applying, billing, or providing a service.

# Service Examples

Different levels or options of intervention services can be recommended based on a service provider's assessment of the underlying challenges and issues such as:

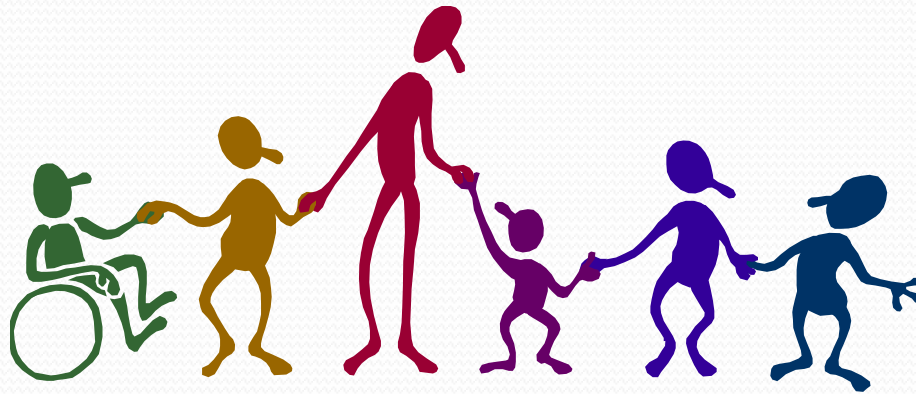
- ***Short-term intervention services*** - Over the short term, it appears that the intervention service could help with a clear systemic problem and would take about 10 hours total.
- ***Moderate level of intervention services*** - While the issues might be clear, there are several items that will take the family/person and staff time to sort through, problem solve, address, and would likely take up to 30 staff hours to do so.
- ***Extensive intervention services*** - The situation might require a significant amount of time for the staff to “listen and learn”, help to frame the overall issues, help to establish and carry out an intervention plan, and come to resolution on one or more issues that may require up to 60 hours of staff time.

# DDA Licensed Providers FSS/ISS

## Providers Admin Fee

- Shall not exceed 17% of the total cost of the service provided.
- Subject to post service audits.
- Providers are responsible to maintain detailed and accurate administrative costs in support of services of short duration.

# Initial Targeted Group Demographic Data



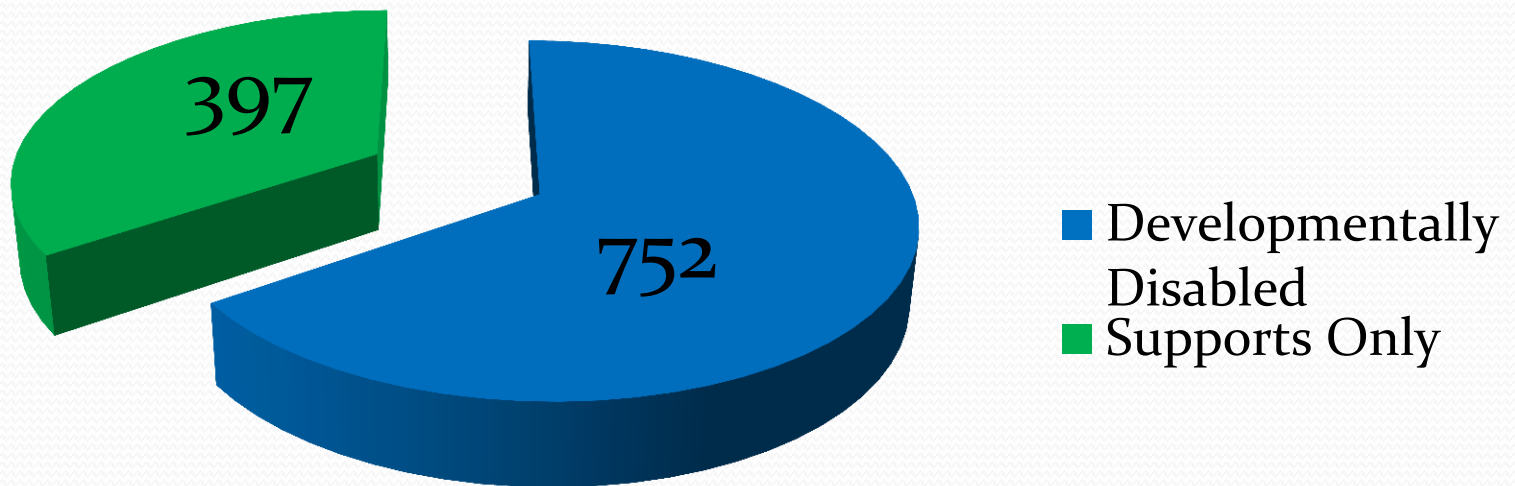
# Target Group

- Everyone in crisis prevention priority category
  - Both eligibility (DD and SO)
- Any one determined crisis prevention this fiscal year

# Initial Target Group- By Region

Region	# of People in CP Priority as of 12/9/11
Central	372
Southern	394
Eastern	168
Western	215
Total	1149

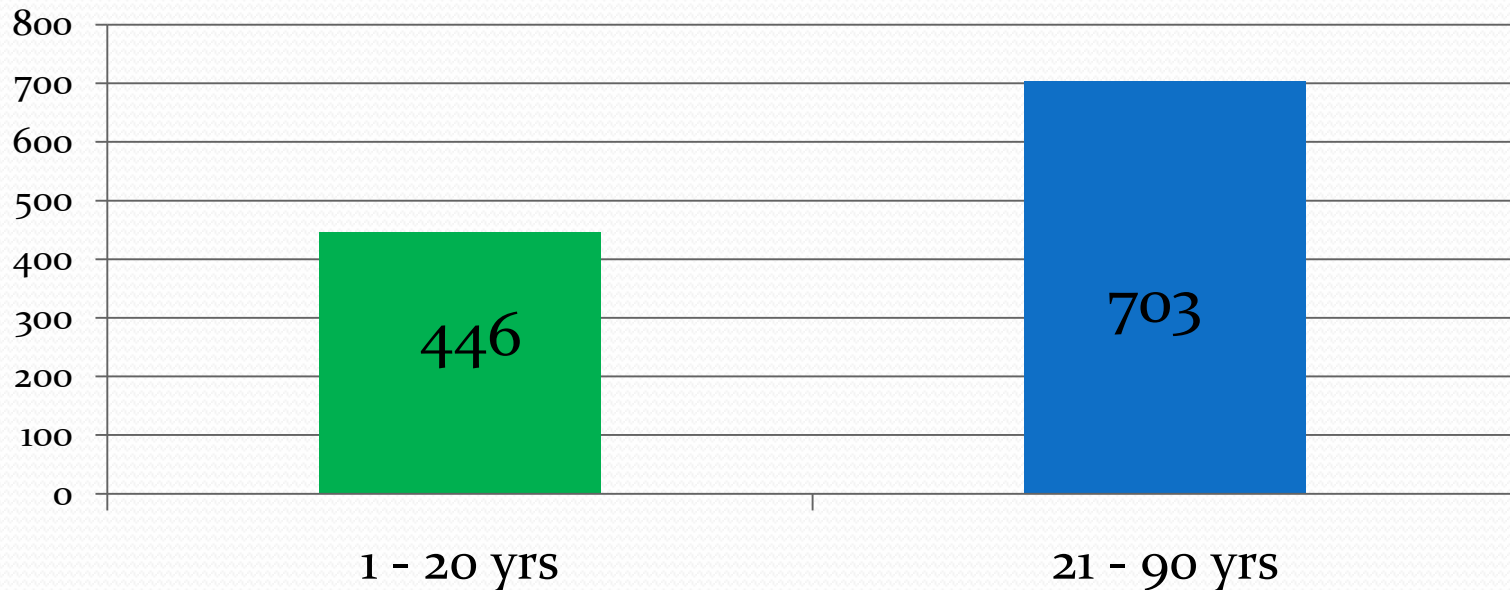
# Initial Target Group DDA Eligibility Category





# Initial Target Group By Age Range

# of People



Age	1 - 20 yrs	21 - 90 yrs
# of People	446	703

*Note: There are 121 individuals 20 – 21 years old that would also be eligible for Transitioning Youth services.*

# Services of Short Duration

## *Preliminary Data – People*

	December 15, 2011 February 8, 2012	Percentage
<b>Total People Targeted</b>	1219	N/A
<i># of People who submitted a Request</i>	81	6.6%
<i># of People who have not submitted a Request</i>	1138	93%

### Notes:

- 1- There have been 70 new crisis prevention determinations since initial data run.
- 2- People and families are exploring options and seeking assistance from resource coordinators, LISS agencies, DDA licensed Family & Individual Support Services providers, and other resources before submitting their request(s).
- 3- Data as of February 8, 2012 reflects unduplicated people.

# Services of Short Duration

## *Preliminary Data - Request*

	December 15, 2011 February 8, 2012	Percentage
<b><i>Total Requested Services/Items</i></b>	338	N/A
<i># of Request Approved</i>	278	82% (278/338)
<i># Pending DDA Exception Decision</i>	13	4%(13/338)
<i># Pending Additional Information from Person</i>	43	13% (43/338)
<i># of Request Denied</i>	4	1% (4/338)

### Notes:

- 1-Data reflects 81 unduplicated people with multiple requests as of February 8, 2012
- 2- Exception process established for consideration of unique needs and circumstances and funding request above \$10,000
- 3- People and families are identifying service providers which results in the request being placed in a “pending” status.

# Approved Services/Items

Service/Item	#	Service/Item	#
Attendant Care/ Personal Care	7	Intervention Services	9
Barrier Removal	1	Medical Equipment Purchase, Rental, or Repair	12
Community Integration	22	Respite	35
Crisis Intervention	5	Specialized Equipment	20
Day Care	6	Therapeutic Services	4
Employment	3	Transportation	23
Health Services	39	Other	72
Housing Adaptations	20	Total Request = 278	

*Note: 1- Respite and health related services are the highest requested services*

*2-“Other” includes various items and services such as payment of bills (e.g. medical, utilities, heating, water), dental sedation, taxes, rent, prescriptions, refrigerator, etc.*

*3- Data reflects duplicative counts as people requested more than one service/item as of February 8, 2012*

# Questions